

# MEMO

**DATE:** April 3, 2008  
**TO:** Administration Committee and  
Regional Council  
**FROM:** Wayne Moore, Chief Financial Officer, (213) 236-1804, moore@scag.ca.gov  
**SUBJECT:** Amendments, Contracts and Purchase Orders between \$5,000 - \$250,000

## RECOMMENDED ACTION:

Information Only

## BACKGROUND:

### SCAG amended the following contract between \$5,000 and \$250,000

| <u>Vendor</u>               | <u>Amendment Purpose</u>  | <u>Amended Amount</u> |
|-----------------------------|---|-----------------------|
| DMJM +Harris<br>(07-080-C1) | Increase the existing contract to allow consultant to perform additional scheduling and training services | \$33,964              |

### SCAG executed the following contracts between \$5,000 and \$250,000

| <u>Vendor</u>                           | <u>Contract Purpose</u>  | <u>Contract Amount</u> |
|---|--|------------------------|
| LBL Technology Partners<br>(08-032-C1)  | This project will assist SCAG in developing disaster recovery procedures to prepare for future incidents that could jeopardize our core mission and long-term health                             | \$140,500              |
| Applied Geographics, Inc<br>(08-030-C1) | SCAG is implementing an Enterprise Geographic Information System (GIS), which will promote efficient system management and operations by making GIS data accessible to SCAG staff and the public | \$73,900               |
| Applied Geodetics, Inc.<br>(08-027-C1)  | This project will provide SCAG and the City of Palmdale with the ability to access accurate data both quickly and efficiently in an emergency situation  | \$73,864               |
| Urban Crossroads, Inc.<br>(08-028-C1)   | The Consultant will evaluate the projected demand in regional, interregional, and international travel, and identify transportation infrastructure needs to address this demand                  | \$69,683               |

# MEMO

## SCAG executed the following Purchase Orders(PO's) between \$5,000 and \$250,000

| <u>Vendor</u>                        | <u>PO Purpose</u>   | <u>PO Amount</u> |
|--------------------------------------|---|------------------|
| Neko Industries                      | This project will implement an Electronic Content Management system to assist SCAG with managing its critical documents | \$245,616        |
| SAP Public Service                   | SAP software support  | \$28,759         |
| Latitudes Graphics                   | Open PO for Geocortex tech support  | \$15,000         |
| Dell Marketing                       | Purchase of two TranCAD servers   | \$12,866         |
| County of San Bernardino             | Re-imbursement  | \$12,238         |
| Eclipse Printing & Graphics          | SCAG letterheads and envelopes  | \$12,187         |
| Microsoft TechNet                    | Open PO for Microsoft tech support  | \$11,000         |
| DI Technology Group                  | HP printer cartridge supplies   | \$6,500          |
| The Coalition For America's Gateways | SCAG Membership   | \$5,000          |
| Business Objects Americas            | Open PO for Business Objects tech support   | \$5,000          |

### FISCAL IMPACT:

None. Funding is available.

Reviewed by:

  
Division Manager

Reviewed by:

  
Chief Financial Officer

## AMENDMENT TO CONSULTANT CONTRACT 07-080-C1

**Consultant:** DMJM + Harris, Inc.

**Purpose & Scope:** The purpose of this amendment is to add \$34,964 to the existing contract 07-080-C1 with DMJM + Harris, Inc. to perform additional scheduling and training services.

SCAG originally competed RFP 07-080 to retain the services of a Consultant to among other things:

- Assess SCAG's operating environment
- Recommend a software solution
- Implement the software solution
- Provide training

The scheduling software solution was intended to provide executive management a tool to use to help ensure that all SCAG planning activities identified in the Overall Work Program (OWP) were implemented in a disciplined, well-managed, consistent, coordinated and integrated manner.

The Consultant's original scope of work included developing a limited number of schedules, implementing a progress measurement tool, and training staff to manage project schedules. The consultant was also required to provide ongoing schedule development and update support.

Further, one of the key components needed to maximize the use of the system is the development of Statements of Work, which are used to develop project implementation plans. It was determined that Statement of Work training would improve the accuracy of project plans.

Therefore, the additional schedules and Statements of Work SOW training were amended into the contract.

This amendment is within the 30% increase authorized in Section 1.4.4 of the SCAG Contacts Manual.

|                         |   |                       |
|-------------------------|---|-----------------------|
| <b>Contract Amount:</b> | Original contract value                                 | \$113,216             |
|                         | Amendment 1   | <u>\$33,964</u>       |
|                         | <b>Total not to exceed</b>                              | <b>NTE \$147,180</b>  |
| <b>Contract Period:</b> | Original Contract - June 25, 2007 through June 30, 2008 |                       |
|                         | Amendment 1 - January 1, 2008 through June 30, 2008     |                       |
| <b>Work Element:</b>    | 07-820.SCGC1 - \$13,216                                 | (Funding source: FTA) |
|                         | 08-120.SCGC1 - \$100,000                                | (Funding source: FTA) |
|                         | 08-120.SCGC2 - \$33,964                                 | (Funding source: FTA) |

## **CONSULTANT CONTRACT - 08-032-C1**

### **Recommended Consultant:**

LBL Technology Partners

### **Background & Scope of Work:**

This program is the first step in the development of a comprehensive Business Continuity and Disaster Recovery Plan. Business Continuity Planning is part of SCAG's risk management program. This project will assist SCAG in developing the organizational culture and processes to prepare for future incidents that could jeopardize our core mission and long-term health. Incidents may include: local incidents like fires, power disruptions or technical system failures and regional incidents, like earthquakes or social unrest; national incidents, like pandemic illness. Completing a comprehensive Business Continuity Plan will bring the organization in line with general best practices, as well as into compliance with past audit findings regarding contingency planning.

SCAG has in place disparate components of a Business Continuity program. The current procedures cover limited aspects of Emergency Preparedness and IT Disaster Recovery. SCAG has identified a need to develop a comprehensive Business Continuity program. SCAG will develop tested processes that enable the recovery of people, workspaces and technology to safeguard resources, reduce disruption, and ensure organizational stability. This contract provides key building blocks in the development of this comprehensive program.

The elements of this contract are:

1. Business Impact Analysis (BIA) Report, to include a ranking of all critical business functions and requirements for recovery
2. Disaster Recovery Plan, to include communications strategy, roles & responsibilities, and recovery processes
3. Test Plans and Training Materials
4. Technology Recommendations and Data Center Facility Selection
5. Data Center Implementation
6. Final Report and Recommendations
7. Ongoing consulting services to update the plan and review recovery technology as required

### **Contract Amount:**

#### **Total not to exceed**

**\$140,500.00**

|   |             |
|---|-------------|
| FY '08 BIA and Plan Development           | \$57,000.00 |
| FY '09 Testing and Implementation         | \$27,500.00 |
| Optional FY '10 Plan Updates & Consulting | \$28,000.00 |
| Optional FY '11 Plan Updates & Consulting | \$28,000.00 |

Contract Term: March 10, 2008 – October 31, 2008  
Option One Term: November 1, 2008 – October 31, 2009  
Option Two Term: November 1, 2009 – October 31, 2010

|                      |                     |          |  |
|----------------------|---------------------|----------|--|
| <b>Work Element:</b> | <b>08-850.SCGS9</b> | \$57,000 | Funding Sources: Consolidated Planning Grant – FHWA & FTA, Indirect Cost |
|                      | <b>09-850.SCGS9</b> | \$27,500 | Funding Sources: Consolidated Planning Grant – FHWA & FTA, Indirect Cost |
|                      | <b>10-850.SCGS9</b> | \$28,000 | Funding Sources: Consolidated Planning Grant – FHWA & FTA, Indirect Cost |
|                      | <b>11-850.SCGS9</b> | \$28,000 | Funding Sources: Consolidated Planning Grant – FHWA & FTA, Indirect Cost |

**Request for Proposal:  
(RFP)**

SCAG staff notified 280 firms of the release of RFP No. 08-032. A total of 48 firms downloaded the RFP. The following seven (7) proposals were received in response to the solicitation:

|                    | <b><u>FY08-FY09</u></b> | <b><u>Optional<br/>FY10-FY11</u></b> | <b><u>Total</u></b> |
|--------------------|-------------------------|--------------------------------------|---------------------|
| Ecotech Consulting | \$60,786.00             | \$21,600.00                          | \$82,386.00         |
| LBL Technology     | \$84,500.00             | \$56,000.00                          | \$140,500.00        |
| PlanNet Consulting | \$71,660.00             | \$75,520.00                          | \$147,180.00        |
| Wave               | \$338,100.00            | \$63,200.00                          | \$401,300.00        |
| Advisage, LLC      | \$369,120.00            | \$38,400.00                          | \$407,520.00        |
| Unisys Corp.       | \$ 450,000.00           | \$136,000.00                         | \$586,000.00        |
| MGT of America     | \$ 567,860.00           | NR*                                  | NR*                 |

*NR\* - No Response*

**Selection Process:**

The selection process resulted in the team's recommendation to award the contract to LBL Technology Partners. SCAG will engage LBL in two project phases, Disaster Recovery Planning and Data Center Selection and Implementation.

The Proposal Review Committee (PRC) was comprised of the following individuals:

- Catherine Chavez, Manager, Information Technology, SCAG
- Victor Ryden, Senior Systems Administrator, Information Technology, SCAG
- Jianhong Sun, Programmer Analyst (Database Administrator), Information Technology, SCAG

The PRC evaluated all seven (7) proposals. Ecotech submitted the lowest bid; however, this proposal was eliminated from the short list

based on incomplete responses and lack of references for projects of similar scope. Interviews were held with two (2) firms who made the short list:

LBL Technology Partners  
PlanNet Consulting

**Basis for Selection:**

Selection of LBL Technology Partners was based on the following criteria:

1. **Technical Approach** – Demonstrated superior knowledge of advanced technology to facilitate recovery; Superior approach to Business Impact Analysis (BIA) and testing
2. **Cost** – Reasonable planning and consulting costs
3. **Project Management** – Clear and detailed descriptions of project tasks; Comprehensive checklists to expedite data gathering; Schedule consistent with Scope of Work
4. **References** – Letters of Recommendation from several local public sector entities; Listed over 100 clients in Business Continuity and Security Assessment projects
5. **Consultant Credentials** – Project team members certified in Business Continuity programs

Although PlanNet Consulting submitted a proposal that was lower in initial cost, the 4-year cost was higher than LBL. PlanNet did not submit as wide a range of references from the public sector, nor did they provide as much detail on project approach as LBL. For example, LBL provided detailed checklists of the data gathering process, such as an in-depth Business Impact Analysis (BIA) questionnaire, which PlanNet did not. During the interview, LBL demonstrated higher technical proficiency and presented creative ideas for improving SCAG's data center environment.

LBL Technology Partners provided a balanced, responsive, and proactive approach to SCAG's Business Continuity planning needs. LBL employs a team approach that emphasizes organizational input and knowledge transfer. They have the necessary qualifications and track record to assist SCAG in building a comprehensive recovery strategy to reduce disruption and business risk.

## **CONSULTANT CONTRACT 08-030-C1**

**Recommended  
Consultant:**

Applied Geographics, Inc.

**Background &  
Scope of Work:**

The Southern California Association of Governments (SCAG) is the largest of nearly 700 councils of governments in the United States, functioning as the Metropolitan Planning Organization (MPO) for six counties: Imperial, Los Angeles, Orange, Riverside, San Bernardino, and Ventura. To best serve the communities of Southern California, SCAG developed the following Mission Statement:

Leadership, vision, and progress, which promote economic growth, personal well-being, and livable communities for all Southern Californians.

*The Association will accomplish this Mission by:*

- ☐ *Developing long-range regional plans and strategies that provide for efficient movement of people, goods and information; enhance economic growth and international trade; and improve the environment and quality of life.*
- ☐ *Providing quality information services and analysis for the region.*
- ☐ *Using an inclusive decision-making process that resolves conflicts and encourages trust.*
- ☐ *Creating an educational and work environment that cultivates creativity, initiative, and opportunity*

To achieve this mission, SCAG is implementing an Enterprise Geographic Information System (GIS), which will promote efficient system management and operations by making GIS data accessible to SCAG staff and the public.

**Contract Amount:**

**Total not to exceed - Firm Fixed Fee**

**\$73,900**

Applied Geographics, Inc (Prime)

Farallon Geographics, Inc. (subcontractor)

**Contract Period:**

January 31, 2008 through June 30, 2008

**Work Element:**

08-045.SCGC1

\$73,900

Funding Sources: Consolidated  
Planning Grant -- FTA & TDA

**Request for Proposal:  
(RFP)**

SCAG staff notified 462 firms of the release of RFP No. 08-030. The RFP was also advertised on Lawley Publications' website, the

Planning Magazine's website, and posted on SCAG's bid management system. A total of 112 firms downloaded the RFP. The following seven (7) proposals were received in response to the solicitation:

|                                       |          |
|---------------------------------------|----------|
| Applied Geographics, Inc              | \$73,900 |
| RNR Consulting                        | \$52,217 |
| Fugro EarthData, Inc.                 | \$68,500 |
| Eco & Associates, Inc.                | \$69,000 |
| PBS&J                                 | \$73,000 |
| Geographic Information Services, Inc. | \$74,479 |
| Integrated Spatial Solutions, Inc.    | \$75,000 |

**Selection Process:**

The Proposal Review Committee (PRC) evaluated all seven proposals in accordance with the criteria set forth in the RFP, and the selection process was conducted in a manner consistent with all applicable Federal and State contracting regulations. Interviews were held with the three (3) top offerors.

The PRC was comprised of the following individuals:

Alex Yu, Lead Programmer Analyst, SCAG  
Dimitris Poulakidas, Program Manager, SCAG  
Nina Tozzi, Sr. Programmer Analyst, SCAG  
Victor Ryden, Lead System Analyst, ACAG  
Linda, Taira Corridor & Special Studies Branch Chief, CALTRAN District 7

**Basis for Selection:**

The PRC recommends Applied Geographics (AppGeo) Inc. for the contract award for the following reasons:

- AppGeo presented a comprehensive approach for developing SCAG's Enterprise GIS and demonstrated the clearest understanding of SCAG's goals, objectives and expectations for this project
- AppGeo has 16 years of experience in developing enterprise GIS systems and applications for MPOs, and public and private planning organizations.
- AppGeo's excellent technical approach, especially with regard to identifying and interviewing cases studies of other MPOs (comparable to SCAG) that have implemented enterprise GIS. SCAG will benefit from the experience and lessons learned by these MPOs.
- AppGeo's flexibility and preparedness to handle unexpected situations and uncertainties that might arise during the project, and to meet the completion deadline without compromising the quality of deliverables



- AppGeo's overall quality and commitment of the project team

AppGeo will complete the demanding tasks within the limited budget and has committed to deliver all specified products by June 30, 2008.

AppGeo has assembled a solid project team for the project, with very reasonable resource allocation and cost profile. AppGeo is recognized for its thorough, innovative, and quality work in the field of Enterprise GIS Application Development. AppGeo is an award-winning Environmental Systems Research Institute (ESRI) Business partner who was named the ESRI Foundation Partner of the Year for Northeast in 2001. AppGeo was also awarded a General Service Administration (GSA) Schedule award for Professional Information Technology Services in 2003. With 16 years of applied experience and over 500 satisfied clients from the federal, state, and local government, AppGeo is a pioneer and a leader in the development of Enterprise GIS Applications. The project manager also demonstrated an excellent understanding of the key project objectives including our desire to make SCAG a nationwide model of an MPO for the implementation of Enterprise GIS.

Environmental Systems Research Institute

## **CONSULTANT CONTRACT- 08-027-C1**

**Recommended  
Consultant:**

Applied Geodetics, Inc.

**Background &  
Scope of Work:**

City, County, State and Federal agencies need to have an accurate evacuation plan based on up-to-date information. Rapid access to this information in many cases can mean the difference between life and death. This project will provide SCAG and the City of Palmdale with the ability to access accurate data both quickly and efficiently in an emergency situation. The data collected in this project will provide the city with the information to validate or update the existing emergency evacuation plan related to evacuation routes.

The purpose of this project is to validate or update the city's existing emergency evacuation plan. To accomplish this, it is necessary to collect various information that could affect the evacuation of the public in an emergency such as a major earthquake or flood. The main objectives of this project include creating citywide building footprint layer, tying land use data to building footprints, identifying drainage infrastructure adjacent to and beneath transportation corridors, developing primary employment and high-density population locations, completing an evaluation of transportation and transit route information, and making recommendation for changes to the evacuation plan.

|                         |                                 |                 |
|-------------------------|---------------------------------|-----------------|
| <b>Contract Amount:</b> | <b>Total not to exceed</b>      | <b>\$73,864</b> |
|                         | Applied Geodetics, Inc. (prime) | \$73,864        |

**Contract Period:** January 29, 2008 through June 30, 2008

|                      |              |          |  |
|----------------------|--------------|----------|--|
| <b>Work Element:</b> | 08-040.NLAC2 | \$75,000 | Funding Sources: Consolidated<br>Planning Grant – FHWA & FTA |
|----------------------|--------------|----------|--|

**Request for Proposal:  
(RFP)** SCAG staff notified 405 firms of the release of RFP No. 08-027. The RFP was also advertised on Urban Transportation Monitor's website (lawleypublications.com), American Planning Association's website, and posted on SCAG's bid management system. A total of 86 firms downloaded the RFP. The following seven proposals were received in response to the solicitation:

|   |          |
|---|----------|
| Applied Geodetics (2 subcontractors)                | \$73,864 |
| Pictomertry International Corp. (no subcontractors) | \$42,750 |
| TTK Maps (no subcontractors)                        | \$65,000 |
| TranSystems (no subcontractors)                     | \$67,536 |

|  |          |
|--|----------|
| Infotech Enterprises America, Inc. (no subcontractors) | \$68,395 |
| Aerial Information Systems (2 subcontractors)          | \$74,548 |
| Resource Management Institute (no subcontractors)      | \$75,000 |

**Selection Process:**

The Proposal Review Committee (PRC) evaluated all seven proposals in accordance with the criteria set forth in the RFP, and rated them using the Proposal Evaluation Score Sheet included in the RFP. The selection process was based on the highest-ranking proposals and was conducted in a manner consistent with all applicable Federal and State contracting regulations. Interviews were held with top four offerors.

The PRC was comprised of the following individuals:

Marc Zuber, Assistant GIS Specialist, City of Palmdale  
Jim Deyo, Associate GIS Specialist, City of Palmdale  
Mike Behen, Senior Transportation Planner, City of Palmdale  
Linda Taira, Branch Chief Corridor Study, Caltrans  
Ping Wang, Senior GIS Analyst, SCAG

**Basis for Selection:**

The PRC committee recommends Applied Geodetics, Inc. teaming with Public Safety Consultants Northwest and Weston Solutions, Inc. for the contract award because of the team's qualifications to fulfill the requirements of the project. The Applied Geodetics team has extensive experience designing and implementing GIS and Emergency/Disaster Preparedness projects, and specializes in both building footprints GIS database development and emergency evacuation plan analysis. The team has performed a considerable amount of work on similar applications in the SCAG region, specifically in the north Los Angeles County area.

The Applied Geodetics team is very knowledgeable about key issues and requirements in the City of Palmdale based on its previous local project experience. The team is willing and able to meet the highly demanding requirements of this project within a very limited five month time frame. In addition, the team is committed to performing the necessary quality control tools to ensure the delivered products meet or exceed the project needs.

## **CONSULTANT CONTRACT- 08-028-C1**

**Recommended  
Consultant:**

Urban Crossroads, Inc.

**Background &  
Scope of Work:**

Forrester Road is currently Imperial County's most heavily traveled facility other than the state highway system. The corridor provides a critical north-south bypass around El Centro and Brawley for both people and goods movement. Projected growth in Imperial County in general, and at the Calexico Port of Entry in particular, are expected to result in negative mobility and safety issues along the corridor.

The Consultant will evaluate the projected demand in regional, interregional, and international travel, and identify transportation infrastructure needs to address this demand. Further, the selected Consultant will:

1. Develop and evaluate alternatives for improving the corridor.
2. Develop cost estimates and financial strategies for the alternatives.
3. Conduct a comprehensive public outreach effort to solicit public input and inform the decision-making process.
4. Summarize recommendations in a Draft and Final Report.

The preferred strategy approved by the IVAG Regional Council may be considered by SCAG for inclusion in a future RTP update.

**Contract Amount:**

**Total not to exceed**

**\$69,683**

Urban Crossroads ( no subcontractors)

**Contract Period:**

Twelve months, from date of Notice to Proceed

**Work Element:**

08-060.IVGC1

\$70,000

Funding Source: Consolidated  
Planning Grant – FHWA & FTA

**Request for Proposal:  
(RFP)**

SCAG staff notified 253 firms of the release of RFP No. 08-028. The RFP was also advertised on Lawley Publications' website, the Planning Magazine's website, and posted on SCAG's bid management system. A total of 43 firms downloaded the RFP. The following three proposals were received in response to the solicitation:

Urban Crossroads, Inc. (no subcontractors)

**\$69,683**

KOA Corporation (no subcontractors)

**\$69,997**

Transtech Engineers, Inc. (no subcontractors)

**\$69,999**

**Selection Process:**

The Proposal Review Committee (PRC) evaluated all three proposals in accordance with the criteria set forth in the RFP, and the selection process was conducted in a manner consistent with all applicable Federal and State contracting regulations. Interviews were held with all three offerors.

The PRC comprised the following individuals:

Rosa Lopez, Administrative Analyst, IVAG  
Bill Brunet, Director, Imperial County Public Works  
Dennis Thompson, Caltrans District 11  
Andre Darmanin, Assistant Regional Planner, SCAG  
Ranjini Zucker, Senior Contracts Administrator, SCAG

**Basis for Selection:**

The PRC recommends Urban Crossroads for the contract award for the following reasons:

- The firm's previous experience in performing quality travel demand model development projects, using the TransCAD Modeling Software.
- The firm's excellent technical approach relative to the others presented.
- The firm's overall quality and commitment of the project team.
- The firm's proposal demonstrated an excellent project understanding.

Urban Crossroads will complete the demanding tasks within the limited budget and timeframe specified in the RFP.

Urban Crossroads has assembled a solid team for the project, with a very reasonable resource allocation and cost profile. Urban Crossroads is recognized for its thorough, innovative, and quality work in the planning field. Urban Crossroads has a lengthy resume especially when it comes to their experience in the Imperial Valley. Relevant projects include the Imperial County Cross-Border Impacts Study and the Calexico Sphere of Influence Service Area Plan Traffic Analysis. Their team brings a multitude of multidisciplinary experience transportation planning and engineering and will be a key asset in moving this project forward.

## **CONSULTANT CONTRACT - P.O. 4500002764**

**Recommended  
Consultant:**

Neko Industries

**Background &  
Scope of Work:**

In FY07 SCAG conducted an assessment of the document management process. The study revealed limitations and inconsistencies in the existing document management systems and processes. A key finding is that SCAG is unable to manage critical documents in a full lifecycle process with efficiency and in full compliance with all relevant retention requirements.

Additionally, due to the nature of the agency's collaborative work, most critical documents require review and approval by management and expert staff. Today, paper copies are routed throughout the agency. This cumbersome process can take up to a week to complete and in certain circumstances, documents are misplaced and result in re-circulation and lost time.

The assessment determined that SCAG would benefit from a comprehensive Electronic Content Management (ECM) system that would help capture, manage, preserve and deliver electronic information. The solution would integrate with other applications to yield greater organizational efficiencies.

First phase is to install the system, convert existing electronic documents and databases, create the initial set of workflow processes, and incorporate scanned images when feasible. Second phase is to capture historical SCAG documents and integrate existing SCAG applications and databases such as the SCAG Web site and ESRI Geographic Information System (GIS). This integration is expected to take place during fiscal years 2009-2010. Integration with existing applications will add efficiencies for SCAG users during queries and searches for a wide variety of data.

**P.O. Amount:**

**Total not to exceed**

**\$245,616**

FY '08 includes software and maintenance

**\$140,248**

FY '09 includes modules and maintenance

**\$79,368**

FY '10 includes maintenance fees

**\$26,000**

**P.O. Period:**

March 20, 2008 - June 30, 2008

The maintenance contract will extend indefinitely for life of system

**Work Element:**

**08-850.SCGS9**

**\$245,616**

Funding Sources: Consolidated  
Planning Grant – FHWA & FTA,  
Indirect Cost

**Request for  
Information:  
(RFI)**

SCAG staff notified 16 firms of the release of RFI No. 08-023. The RFI was used to gather feature and cost comparisons of all available ECM solutions to enable decision on the best technical solution for SCAG. It was not known at that time if an RFP would be required because the State of California had completed a competitive ECM bid that was available for use by local agencies such as SCAG. The latter is in accordance with 49 CFR 18.36, which allows SCAG to enter into State and local intergovernmental agreements for procurements or use of common goods and services. The California Department of General Services Master Service Agreement (MSA) has been competitively bid and therefore if used, SCAG would not require a Request for Proposals (RFP) process. This turned out to be the case (see Basis for Selection below.)

The following ten proposals were received in response to the solicitation:

|                              |            |
|------------------------------|------------|
| TCI                          | \$ 104,810 |
| Onbase                       | \$ 140,248 |
| Matrix Imaging               | \$ 143,714 |
| Laserfiche                   | \$ 153,100 |
| Xerox                        | \$ 155,000 |
| General Networks Corporation | \$ 176,453 |
| OpenText                     | \$ 237,694 |
| Biztech                      | \$ 266,467 |
| Interwoven                   | \$ 355,673 |
| IBM                          | \$ 491,218 |

**Selection Process:**

SCAG staff assembled a cross-functional team to develop product selection criteria and review the ECM market. SCAG released a Request For Information (RFI) in October, 2007.

Although TCI proposed the lowest bid for Enterprise Content Management software, their recommendation to install LaserFiche did not satisfy all requirements. LaserFiche had strong GIS integration and workflow tools but did not offer a robust records management module nor did they offer collaboration tools.

The selection process resulted in the team's recommendation to engage Hyland Software's reseller and integrator, Neko Industries, to assist in implementing a full ECM solution. Neko is an approved provider of ECM systems through the State of CA, based on a competitive bid process. SCAG will engage Neko in two project phases.

The Proposal Review Committee (PRC) evaluated ten (10) proposals. Product Demonstrations were held with three (3) vendors who made the short list.

### **Short List**

Hyland Software  
LaserFiche  
OpenText

Interwoven also made the short list but was not able to comply with all user requirements and therefore did not proceed with a product demonstration.

The PRC was comprised of the following individuals:

- Catherine Chavez, Manager, Information Services, SCAG
- Javier Minjares, Senior Regional Planner, Information Services, SCAG
- Sam Liang, Sr. Programmer Analyst, Information Services, SCAG
- Royalan Swanson, Management Analyst, Business Operations Division, Consultant
- Ludlow Brown, Web/Graphic Designer, Communications Division, SCAG
- Van Nguyen, Sr. Business Systems Analyst, Information Services, Sapphire

### **Basis for Selection:**

Selection was based on the following criteria:

1. **Usability** – Provides a Graphical User Interface (GUI) that can be used out-of-the-box with little customizations
2. **Integration with MS Office** – provides easy integration with MS Office applications
3. **Technology**- All vendors offer advanced technology for web and development tools such as Application Programming Interface (API), Dynamic Link Library (DLL's) and Java Applets
4. **Implementation** – Provides a full ECM suite that requires few 3<sup>rd</sup> party software and fairly reasonable implementation time
5. **Scalability** – Vendors offer a scalable solution for future needs, such as integration with GIS, ERP and Finance
6. **Security**- All vendors offer security based on user role and document type
7. **Admin Support and Training**- GUI tools for administrators along with various forms of training (online, on-sight) available
8. **Cost** – Reasonable software and hardware implementation costs

A product evaluation form was sent out to members of the PRC after each product demonstration during the months of Nov.-Dec. 2007.



Committee members were asked to rank various functions on a scale of 1 to 4, with 4 being the highest value. OnBase's product ranked the highest from these evaluations with an average score of 3.55/4.0

Hyland Software's OnBase meets the majority of SCAG's requirements at a reasonable cost for software and professional services, the second lowest of all responses. Hyland offered a top tier product with reputable customer service. The team confirmed that Hyland has successfully implemented solutions in many government agencies as well as in the private sector.

OnBase software is available through California's MSA for Information Services. Onbase does not work directly with clients but uses a reseller and therefore, Neko Industries was available through the California MSA to implement Onbase software. Therefore, as previously stated, in accordance with 49 CFR 18.36, SCAG selected Neko Industries, without issuing an RFP.

Conclusively, the PRC committee recommends to pursue the state of California's Master Services Agreement (MSA) for Document Imaging, Management and Workflow. This MSA will allow SCAG to procure services through Neko consulting for the implementation of Hyland OnBase's Enterprise Content Management Software. Through this MSA, SCAG will contract directly with Neko for consultation and implementation services for the Enterprise Content Management solution.